



# Helping Distance Students @ Your Public Library *A RACE webinar* December 2, 2009



## What you need to know to assist a distance ed. patron at your reference desk:

### Where are they enrolled in classes?

Keep in mind they may be taking classes from multiple locations

### Do they have an active student ID number?

This may be termed in a variety of ways – colleague number, web adviser info, etc.

This number will be needed to log into their web platform or to generate a library card number.

### Do they have a library card from their home institution?

In many cases, the library card is a different number than student ID number.

A card can sometimes be generated via the library's web site.

If not, contact library where at institution where they are seeking a degree.

### Are they using the correct login and password?

Different login/password combinations may be needed to log into their online platform, their library records, to request an interlibrary loan, or for taking a quiz online.

This is quite cumbersome, but clarifying exactly what the patron is looking to do and what they are logging in with may eliminate the frustration of multiple failed logins.

### Help is available.

It is not a job requirement that you know and understand all the different possible logins, the privileges assigned to distance students on each campus, etc.

Consult the individual campus website for contact information and to forward the question. Many institutions even offer instant messaging to allow you to forward the question immediately.

In South Dakota, distance offerings are expanding rapidly, and a basic understanding of how the process works is becoming more important for public librarians. Your assistance to distance learners is appreciated, and please do not hesitate to contact your nearest academic institution, or the library at the campus where the patron is enrolled.

### **Presented by:**

Robert Russell

Northern State University

robert.russell@northern.edu

605.626.7770